

**PERFORMANCE WORK STATEMENT**

**FOR**

**Fort Richardson and Fort Wainwright  
Computer Technology Program**

**Fort Richardson, Alaska**

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## SECTION 1

### GENERAL INFORMATION

**1. INTRODUCTON.** This Performance Work Statement (PWS) is established to support a Congressional appropriation to create a Computer Technology Program located at Fort Richardson and Fort Wainwright, Alaska. Participants will consist of active duty military personnel, adult family members and children of service members, DOD civilian employees and their family members, retirees and their family members, and Reserve/Guard personnel and their families who desire to utilize the program. Priority will be given to active duty members and their dependants.

**1.1. SCOPE OF WORK.** The contractor **shall provide** all personnel, tools, materials, supervision, and other items and services necessary to provide a Computer Technology Program as defined in this performance work statement (PWS), except as specified in Section 3 as Government-furnished property and services, at Fort Richardson and Fort Wainwright, Alaska. The contractor shall perform to the standards in this contract.

#### **1.2. PERSONNEL.**

1.2.1. The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person, and an alternate or alternates, who shall act for the contractor when the manager is absent, shall be designated in writing to the contracting officer no later than the contract start date.

1.2.1.1. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract.

1.2.1.2. The contract manager or alternate shall be available during normal duty hours within 90 minutes of notification to meet on the installation with Government personnel (designated by the contracting officer) to discuss problem areas. After operational hours, the manager or alternate shall be available within three hours notification.

1.2.1.3. The contract manager and alternate or alternates must be able to read, write, speak, and understand English fluently and to enunciate with sufficient clarity to be understood by those with whom they interact.

1.2.2. Employees. The contractor shall not employ persons for work on this contract if such employee is identified by the Provost Marshal Office, as a potential threat to the health, safety, security, general well-being or operational mission of the installation and its population as a result of the completed background check. Reference 1.2.3.1.

1.2.2.1. Contractor personnel shall present a neat appearance and be easily recognized as contractor employees. The contractor shall furnish an identifying badge, which shall include, as a minimum, the person's first and last name, the name of the contractor and the position/function. Each employee shall wear the badge on the upper, front outer garment or around the neck, and be visible at all times. Child and Youth Services (CYS) facilities require additional information, such as color coding to indicate clearance approval.

1.2.2.1.1. Office casual dress such as pants/slacks and button or polo style shirt are authorized attire. The following items of civilian clothing are unacceptable attire and shall not be worn: undergarments worn as outer garments, transparent or loose weave clothing worn without under-clothing; any ornamental symbol expressing derogatory or obscene words, gestures or connotations; cutoffs, shorts, or frayed trousers; workout clothes, such as sweatpants or tops, tank tops, crop tops or spandex. Many contractor employees will be working with youth, so it is expected that clothing will be appropriate for that environment. Any final determinations regarding appropriateness of attire will be determined by the COR, whose opinion will not be unreasonably withheld.

1.2.2.1.2 The contractor and contractor personnel shall behave professionally at all times during instruction under this contract. This requirement includes refraining from the use of obscene language, refraining from using or being under the influence of drugs (including prescription drugs which impair judgment or alertness) or alcohol. Tobacco products shall not be used within the government facilities and contract personnel shall be free of the odor of alcohol. Smoking is not allowed outside facilities in view of any children and is only allowed in designated smoking areas.

1.2.2.1.3 The contractor will not engage or allow gambling or use of any device that resembles gambling in the course of performing this contract.

1.2.2.1.4 The contractor or employees will not lend money to patrons or their family members, or accept loans from patrons or their family members.

1.2.2.1.5 The contractor will not sell, deal in, or permit to be dealt in on the premises, any prohibited substances or narcotics, or alcohol beverages in any form whatsoever.

1.2.2.1.6 The contractor will not sell, deal in, or permit to be dealt in on the premises, any item, merchandise or service other than what is described in this contract.

1.2.2.2. The contractor shall ensure employees have the following current and valid professional certifications before starting work under this contract.

1.2.2.2.1. Computer Instructors, Lab Instructors, Cyber Camp Director. The lab instructors and the Cyber Camp Director shall have at the minimum a Bachelor's degree from an accredited college or university which includes 24 semester hours appropriate to the position in one or a combination of the following academic areas: computer science, adult education, youth education, curriculum development, information technology, and teaching methods. The contractor's instructors hired only to teach individual courses must have at least 12 college credits in any of the above mentioned academic areas and be technically capable of instructing the applicable courses.

1.2.2.3. The contractor shall not employ any employee of the United States Government, either military or civilian, for purposes of working on this contract, if such employment would result in a violation of DoD Regulation 5500.7-R, Joint Ethics Regulation (JER). The Contractor acknowledges that DoD personnel are required to comply with all provisions of the JER. This regulation restricts Government employees from engaging in a number of activities that create an appearance of impropriety or otherwise violate the law, including certain activities involving interaction with contractors and their employees. The Contractor shall use its best efforts to prevent its employees from taking any action which constitutes or could be construed as soliciting, encouraging, assisting, aiding, or abetting any DoD employee to violate any provision of the JER.

1.2.2.4. The contractor is cautioned that off-duty active military personnel hired under this contract may be subject to permanent change of station, change in duty hours, or deployment. Active duty personnel must have commander's written approval for off duty employment. Military Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform, however, their absence at any time shall not constitute an excuse for nonperformance under this contract nor shall the contractor discriminate in the employment of such personnel.

1.2.3. Security Requirements. All personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the Government installation, shall abide by all security regulations of the installation. The Government reserves the right to direct the removal of an employee from working on this contract for misconduct related to performance of the contract or security reasons as determined by appropriate military security personnel. This action does not relieve the contractor from total performance of the contract tasks specified herein.

1.2.3.1. The contractor shall obtain background checks including a National Agency Check (NAC) and State Criminal History Repository (SCHR) check on all employees, as instructors and other personnel will be working with youth, even if for only limited periods of time. Additional local security requirements shall be determined by the Installation Commander. During the course of this contract, contractors must disclose any incident that would jeopardize their background clearance to the COR within 12 hours after its occurrence. The following paragraphs are incorporated into this PWS as mandatory security requirements:

(a) In accordance with DA Circular 690-92-1 all contractor employees who have contact with minors on a frequent and regular basis must have criminal history background checks (CHBCs) and meet the requirements of 42 USC Section 13041 no later than performance start date. CHBCs may be required on an annual basis and will be processed by the Government.

(b) The CHBC requires the taking of fingerprints by a law enforcement officer, the completion of DA Form 7216-R (or appropriate state Form(s)), DA Form 7215-R, and DA Form 7214-R.

An FBI fingerprint check will be requested by the Government through the Defense Investigative Service. Requests for CHBCs will be mailed by the Government to the appropriate State agency(ies). A request must be mailed to each state in which the employee has lived during the previous five year period. The contractor shall be responsible for scheduling an appointment with the Provost Marshall for the taking of fingerprints (and for any necessary retaking). All such forms and fingerprints shall be submitted sufficiently in advance to ensure completion of the CHBCs before the contract start date.

(c) After an employee's application for the CHBC has been forwarded by the Government to the appropriate agencies, the Contractor employee may be allowed to work, provided that the employee is within Line of Sight Supervision (LOSS) of an employee who has successfully completed a background check.

(d) Any derogatory information received as a result of the CHBC will be reviewed by the affected local installation Quality Review Advisory Panel (QRAP) for evaluation and determination regarding whether or not the employee may perform services under the contract. An unfavorable check may be the basis for refusal by the Government to allow the employee to work under the contract.

(e) If the employee has successfully completed a background check within the last year, she/he they may not be required to obtain a new one, provided that she/he can provide proof of the completed background check.

1.2.3.2. The contractor shall ensure that employees register their vehicles on Fort Richardson or Fort Wainwright, if permitted to do so, and that base decals are current during the duration of the contract.

1.2.3.3. The contractor shall ensure employees driving on Fort Richardson or Fort Wainwright have a valid automobile driver's license, current vehicle registration and proof of current automobile insurance.

### **1.3. QUALITY CONTROL:**

1.3.1. The contractor shall provide a Quality Control Plan that contains, as a minimum, the items listed in 1.3.2 to the contracting officer for acceptance not later than the pre-performance conference. The contracting officer will notify the contractor of acceptance or required modifications to the plan before the contract start date. The contractor shall make appropriate modifications and obtain acceptance of the plan by the contracting officer before the contract start date.

1.3.2. The plan shall include:

1.3.2.1. Specifics as to the areas to be inspected on a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the inspectors.

1.3.2.2. A description of the methods to be used for identifying and preventing defects in the quality of service performed.

1.3.2.3. A description of the records to be kept to document inspections and corrective or preventive actions taken.

1.3.3. The records of inspections shall be kept and made available to the Government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

**1.4. QUALITY ASSURANCE.** The Government intends to evaluate the contractor's performance under this contract. Government personnel will record all surveillance observations. When an observation indicates defective performance, the QAE will require the contract manager or representative at the site to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation, only acknowledgment that he or she has been made aware of the defective performance. Such surveillance will be done according to standard inspection procedures or other contract provisions. Any action taken by the contracting officer as a result of surveillance will be according to the terms of this contract.

1.4.1. Performance Evaluation Meetings. The contracting officer may require the contract manager to meet with the contracting officer, contract administrator, QAE, and other Government personnel as deemed necessary. The contractor may request a meeting with the contracting officer when he or she believes such a meeting is necessary. Written minutes of any such meetings shall be recorded in the contract file and signed by the contract manager and the contracting officer or contract administrator. The minutes will be recorded by the COR or designated representative. If the contractor does not concur with any portion of the minutes, such non-concurrence shall be provided in writing to the contracting officer within 10 calendar days following receipt of the minutes.

**1.5. PHYSICAL SECURITY.** The contractor shall be responsible for safeguarding all Government property provided for contractor use. At the end of each work period, all Government facilities, equipment and materials shall be secured. The responsibility includes during and after classes offered outside the work period in all facilities designated for such use.

1.5.1. Computer Security. The contractor shall maintain computer systems security integrity in accordance with the Army Computer Security program, and with locally established procedures (AR 380-19, Information Systems Security and AR380-53, Information Systems Security Monitoring).

#### **1.6. HOURS OF OPERATION FOR GOVERNMENT FACILITIES:**

1.6.1. Normal Hours of Operation. The CYS Computer labs that will be used by the contractor in support of this contract are generally housed within the facilities listed below or other like sites. The normal operating hours of these facilities are shown for informational purposes. Contractor programs shall generally operate within the normal operating schedule of these facilities, except as noted. Specific programs to be offered and other operating requirements for computer labs, scheduled class times, and other programs to be provided under provisions of this contract are described in Section 5. The contractor shall perform the services required under this contract within computer labs at the following facilities:

1.6.1.1. Fort Richardson Youth Center, Bldg 297. At a minimum, services must be provided at the Fort Richardson Youth Center from 2:30 pm to 8:00 pm, Monday through Thursday, Friday 3:00 pm to 11:00 pm, Saturday 12:00 pm to 8:00 pm and Sunday 12:00 pm to 6:00 pm during the school year. In addition, the Contractor may be required to support program initiatives during school hours Monday-Friday, such as computer classes for teen-age youth. In no event will the contractor be required to provide greater than 8 hours of instruction, at this site, outside of normal operating hours, per week. During the summer (non-school) months, services will be required from 12:00 pm to 8:00 pm Monday through Thursday, and 3:00 pm to 11:00 pm on Friday, 12:00 pm to 8:00 pm Saturday. Specific operating requirements for the computer lab in the Fort Richardson Youth Center are described in Section 5.

1.6.1.2. Fort Richardson School Age Services, Bldg 337. At a minimum, services must be provided from 06:00 am to 5:30 pm, Monday through Friday and Saturday 10:00 am to 4:00 pm. Specific operating requirements for the computer lab located at Fort Richardson School Age Services are described in Section 5.

1.6.1.3. Holidays. Fort Richardson Youth Services, and School Age Services are closed on Federal holidays. See Contract Clause RCO-AK 004, entitled HOLIDAYS.

1.6.1.4. Fort Wainwright Youth Center, Bldg. 4109. At a minimum, services must be provided the the Fort Wainwright Youth Center from 2:30 pm to 8:00 pm, Monday through Thursday, Friday 2:30 pm to 11:00 pm and Saturday 8:00 am to 11:00 pm during the school year. In addition, the contractor may be scheduled to support program initiatives during school hours Monday-Friday, such as computer classes for teen-age youth or home schooled youth,. In no event will the contractor be required to provide greater than 8 hours of instruction, at this site, outside of operating hours, per week.. During the summer (non-school) months, Contractor services will be required from 1:00 pm to 8:00 pm Monday through Thursday, 1:00 pm to 11:00 pm on Fridays and 8:00 am to 11:00 pm on Saturdays. A variety of youth and sports programs are conducted in this facility. Specific operating requirements for the computer lab in the Fort Wainwright Youth Center are described in Section 5.

1.6.1.5. Fort Wainwright School Age Services, Bldg. 4391. Contractor services must be provided from 06:00 a.m. to 09:00 a.m. and 3:00 pm to 6:00 pm on school days Monday through Friday and 06:00 am to 5:30 pm, Monday through Friday on non-school days. Specific operating requirements for the computer lab located at Fort Wainwright School Age Services are described in Section 5.

1.6.1.6. Holidays. Fort Wainwright Youth Services, School Age Services and Education Center are closed on all Federal holidays. See Contract Clause RCO-AK 004, entitled HOLIDAYS.

1.6.2. Emergency or Special Event Services. Emergencies caused by severe weather conditions, construction, or operational necessity may require use of these facilities outside of normal duty hours. The contracting officer will notify the contract manager or alternate/s if this should occur as soon as an emergency situation is identified. Circumstances such as predicted or unpredicted severe storms with electrical activity (lightning) during a contractor provided class may cause emergency shutdown and securing of computer systems by the contractor. Accomplishing an emergency shutdown may take up to 1 hour. Computer system problems may require the contractor personnel to work beyond normal duty hours in order to have functional systems prior to the next scheduled program time.

1.6.3. Performance of Services During Crisis Declared by the National Command Authority. Service performance is not required in the event that a Crisis is declared by the National Command Authority.

1.6.4. All computer labs listed in this contract are joint use facilities between contractor programs and Government programs. Available time within the computer labs will be dedicated to the contractor provided programs. A point of contact will be provided to the Contractor, upon award, for purposes of coordinating schedules. Specific use schedules between contractor and Government programs will be coordinated with the contractor upon award, and throughout the year to finalize program schedules. For example, certain labs will be dedicated during the summer months to support the cyber-camp program and used for Government programs during other timeframes.

**1.7 CONSERVATION OF UTILITIES.** The contractor shall ensure employees practice utilities conservation and report all maintenance problems to the facility manager. The contractor shall be responsible for operating under conditions that prevent the waste of utilities to include:

1.7.1. Lights shall be used only in areas where work is actually being performed or in areas of public access and occupied classrooms during hours the education center is open to the public.



1.7.2. Employees shall not adjust mechanical equipment controls for heating, ventilation, and air conditioning systems. If adjustments are necessary contractor shall contact the facility manager.

1.7.3. Water faucets or valves shall be turned off when not in use.

**1.8. RECORDS.** The contractor shall be responsible for creating, maintaining, and disposing of only those Government-required records that are specifically cited in this contract. If requested by the Government, the contractor shall provide the original record, or a reproducible copy of any such record, within three (3) working days after receipt of the request.

1.8.1. The contractor shall maintain records for all participants in the program, number of courses registered for and number completed by individual user. Contractor shall provide a monthly participation/usage report NLT the 5<sup>th</sup> business day of the following month, which shall include monthly and year-to-date (YTD) information. Contractor shall maintain student course evaluation forms for each course taken under this program and provide monthly statistics to the COR.

1.8.2. Phase-Out: During the last week of the contract period, the contractor and the Contracting Officer (CO) (or designated representative) shall jointly review all files and documentation. The Files Maintenance and Disposition Plan shall be identical to the file contents. It is the contractor's responsibility to ensure that the Files Maintenance and Disposition Plan and files conform. Upon conformance, the CO will accept the records on behalf of the Government.

**1.9. SAFETY.** The contractor shall comply with the following safety regulations and standards:

AR 385-10	Army Safety Program
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1.9.1 The contractor shall ensure the safety of students at all times, and shall become familiar with and follow the appropriate Activities policy concerning emergencies and accidents. Appropriate Activity policies will be provided by the COR upon award. This includes ensuring that the teaching environment is safe and that students are neither encouraged nor permitted to engage in activities, exercises or practices that are unsafe for the age and development of the student. Should a child be injured while in the contractor's care, the contractor shall complete a report of injury in accordance with Activity's policy.

1.9.2 With instruction classes involving children, the contractor, in the absence of any other activity employee, shall ensure that minors under their instruction are supervised at all times, and the contractor is responsible to be physically present for this supervision. Until contractors National Agency checks have been completed, the CYS agency will ensure Line of Sight Supervision is provided.

1.9.3 The contractor must use constructive and developmentally appropriate discipline with the children under their instruction. The contractor shall not use at any time physical punishment (such as spanking, pinching, shaking, or other corporal punishment), isolation from adult supervision, confinement, or binding, verbal threats, or humiliation or verbal abuse. The contractor must also provide a written agreement to follow the Child and Youth Services Touch Policy.

1.9.4 If the contractor has reasonable cause to suspect a child has suffered harm as result of abuse or neglect, the matter must be reported immediately to the Activity Director, and the contractor shall cooperate with the proper authorities investigating any allegations of child abuse or neglect.

**1.10. PLANNING.** The contractor shall:

1.10.1. The contractor shall meet the following milestones:

1.10.1.1. Ensure key personnel are on-site and available for orientation and training not later than 30 days prior to physical performance.

1.10.1.2. Conduct a joint inventory of all Government supplied equipment, equipment maintenance contracts, Government records, and expendable supplies not later than 7 days prior to start of physical performance for this contract. Sign for all equipment if applicable.

1.10.1.3. Seven day(s) prior to start of physical performance, contractor employees shall obtain all security documents required for working on the base, such as ID cards, decals, etc.

1.10.1.4. Two days after contract start date the contractor shall begin providing all services as described herein.

1.10.2. Conduct a joint inventory of all Government-supplied equipment, equipment maintenance contracts, Government records, and expendable supplies not later than 7 days prior to the termination of contract.

1.10.2.1. Ensure all incumbent employees clear the installation, such as turn-in ID cards; remove parking decals, etc., not later than the last day of employment.

**1.11. CONTINGENCY PLAN.** The contractor shall develop a written plan that explains how the contractor plans to continue operations in situations such as loss of manpower due to illness, vacations, labor disputes, relieved from duty, death, etc., to ensure no significant interruptions of services occur. The contingency plan shall be provided to the contracting officer no later than the post award conference.

## SECTION 2

### DEFINITIONS AND ACRONYMS

#### **2.1. General Definitions.**

2.1.1. Contracting Officer (KO). The Government representative officially appointed with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. Individual responsible for the issuance of all modifications to the contract. The KO is the only Government representative authorized to bind the Government.

2.1.2. Day. Calendar day unless otherwise specifically stated.

2.1.3. Defective Service. A service output that does not meet the standard of performance specified in the contract for that service.

2.1.4. Quality Assurance. A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. Quality assurance refers to actions by the Government.

2.1.5. Contracting Officer Representative (COR). An individual designated by the Contracting Officer to act as his/her representative in the Government's surveillance of the contract. CORs are TECHNICAL EXPERTS who are appointed by the Contracting Officer to be responsible for inspection and acceptance of materials and work on behalf of the Government. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer. The Contracting Officer (KO) may designate more than one COR for the contract. The COR has no authority to authorize a change or modification to the contract.

2.1.6. Quality Control. Those actions taken by a contractor to control the production of outputs to ensure that they conform to the contract requirements.

2.1.7. File Maintenance and Disposition Plan. Contractor shall develop a plan to maintain files related to the program, such as customer surveys and evaluations, and other data related to participants, demographics, etc. Plan must include how this information will be collected, maintained, and turned over to the Government (COR) at the conclusion of the contract period.

## **2.2. TECHNICAL DEFINITIONS.**

2.2.1. Administrator. Takes direction from management and ensures completion.

2.2.2. Customer Service. Initial point of contact for services and programs to include administrative functions including marketing functions. Office reception with responsibility for all paraprofessional and administrative functions. Work or duties performed in providing information or services.

2.2.3. Enrollment. (a) Participation in any Army course or program offered. (b) A count of students involved in programs.

2.2.4. Functional. An organization, or an organization's representative, considered the major stakeholder for the performance of a particular occupation.

2.2.5. Functional Area Chief (FAC). The individual responsible for a functional area.

2.2.6. Maintain: a. To continue, update, or improve equipment, accuracy of records, manuals and other documentation in the education center. b. To continue or improve all computer systems software operations and efficiencies.

2.2.7. Manage. Overall responsibility for a particular activity.

2.2.8. Self-Development. Education, training or other developmental activity which is self-initiated, funded by the employee, and taken on the employee's own time to better qualify them for their work or profession.

## **2.3. ACRONYMS AND TERMS ASSOCIATED WITH GENERAL ARMY MWR/COMMUNITY ACTIVITIES.**

2.3.1. Appropriated Fund Civilian Personnel. Employees whose wages are paid from funds appropriated by Congress, irrespective of appointment type or tenure. Within the Army, the most common pay plans are General Schedule (GS), Senior Executive Service (SES), Scientific and Technical (ST), and Federal Wage Systems (WG, WL, WS).

2.3.2. Equal Employment Opportunity (EEO). The federal program instituted to ensure unbiased, non-discriminatory hiring and other practices.

2.3.3. Non-Appropriated Fund Personnel (NAF). The DoD workforce paid from the proceeds of their activities; not Congressionally appropriated funds.

## **SECTION 3**

### **GOVERNMENT PROPERTY AND SERVICES**

**3. General Information.** The Government will provide the facilities, equipment, materials, and services listed here.

#### **3.1. GOVERNMENT PROPERTY.**

3.1.1. Government Facilities. Computer Labs in Building 297 (Ft. Richardson Youth Center), Building 337 (Ft. Richardson School Age Services & Part Day Program), Building 4109 (Ft. Wainwright Youth

Center) and Building 4391 (Ft. Wainwright School Age Services) will be used to support this program on a non-exclusive basis (See Appendices A-3-1 through A-3-4). Equipment will be used only in accordance with the terms of this PWS by Contractor and Government personnel. Government facilities have been inspected for compliance with the Occupational Safety and Health Act (OSHA). No hazards have been identified for which work-arounds have been established. Should a hazard be subsequently identified, the Government will correct OSHA hazards according to base-wide Government developed and approved plans of abatement taking into account safety and health priorities. A higher priority for correction will not be assigned to the facilities provided hereunder merely because of this contracting initiative. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazard exists, or that work-around procedures will not be necessary or that the facilities will be adequate to meet the responsibilities of the contractor. Compliance with the OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the contractor. Further, the Government will assume no liability or responsibility for the contractor's compliance or noncompliance with such requirements, with the exception of the aforementioned requirement to make corrections according to approved plans of abatement subject to base-wide priorities. Before any modifications of the facilities are performed by the contractor at his or her expense, the contractor must furnish the contracting officer documentation describing, in detail, the modification requested. The Building Custodian/Manager must approve all requests for facility modification or alterations. No alterations to the facilities shall be made without specific written permission from the contracting officer. In the case of alterations necessary for compliance with the OSHA, such permission will not be unreasonably withheld. The contractor shall return the facilities to the Government in the same condition as received, fair wear and tear and approved modifications excepted. These facilities shall only be used in performance of this contract. Contractor should note CYS facilities are under video recorded surveillance at all times.

3.1.2. Government Equipment. Government computers and related hardware residing in computer labs will be utilized to support this program on a non-exclusive basis, but only for uses consistent with computer technology training. Equipment will be shared between contractor provided programs and Government directed programs. Cancellation of services due to government requirements will require rescheduling a new class date with mutual agreement between the Contractor and COR. In the event that remaining contract time does not allow for rescheduling Contractor will not be penalized and will be paid for cancelled class. Contractor will be given 1 business day notice of all known cancellations.

3.1.2.1. Equipment Inventory. The contractor and a Government representative (identified by the contracting officer) shall conduct a joint inventory of all Government-furnished equipment and the contractor shall sign a receipt for all equipment provided by the Government for exclusive contractor use, as applicable. Contractor will not be required to sign a receipt for joint use property, but will be required to sign a concurrence with initial Equipment Inventory. Items of equipment missing or not in working order shall be recorded and the contracting officer notified in writing. The contractor and the Government representative shall jointly determine the working order and condition of all equipment and document their findings on the inventory. In the event of disagreement between the contractor and the Government representative on the working order and condition of equipment, the disagreement shall be treated as a dispute under the paragraph entitled "Disputes" of FAR 52.212-4.

3.1.2.2. Obtaining Replacement of Government Equipment. The contractor shall submit requests for replacement of Government-furnished equipment to the QAE for processing. Such requests shall specify the reason for the replacement request.

3.1.3. Government Materials. The Government will furnish, via a reimbursable contract line item, computer lab operating supplies such as printer paper, printer cartridges, floppy disks, compact disks and other supplies necessary for the operation of the labs to support instructional classes provided under this contract.

3.1.3.1 The initial stock of materials provided shall be inventoried by the contractor and a Government representative designated by the contracting officer not later than 5 working days after contract award date. Any missing items shall be annotated on the inventory and the contracting officer notified. Any

disagreements between the contractor and the Government representative on the materials inventory shall be treated as a dispute under the paragraph entitled "Disputes" of FAR 52.212-4.

3.1.3.2 The contractor shall be responsible for replenishment of expendible supplies after initial inventory. The contractor shall be responsible to work with the QAE to ensure that enough materials are on hand for the performance of the contract according to its terms. All purchases of expendible supplies shall be requested in writing, addressed to the QAE and/or COR at least 60 calendar days prior to the required delivery date of the materials. The COR or the KO shall review the request prior to purchase.

3.1.4. Equipment-Leased by the Government. The Government will maintain and repair equipment leased/rented by the Government and provided to the contractor, except that in the case of loss or damage beyond fair wear and tear, due to the Contractor's negligence, contractor's liability shall be to reimburse the Government for 100 percent of all expenses incurred. The provisions of the Government lease agreements setting forth liability for loss or damage to leased equipment will be made available for the contractor's inspection upon request to the QAE.

3.1.4.1. If equipment leased/rented by the Government requires maintenance or repair, the contractor shall first notify the appropriate vendor who has the maintenance contract for the particular piece of equipment and secondly, notify the QAE. Response time is normally 1 to 8 duty hours, as established by the maintenance contract for a particular piece of equipment.

3.1.4.2. The contractor shall sign to verify receipt of services by the vendor and shall provide the QAE with a copy of the signed receipt.

## **3.2. GOVERNMENT FURNISHED SERVICES.**

3.2.1. Government-Furnished Utilities. The Government will furnish water, natural gas, sewage services and electricity as they currently exist. No special utility services will be provided to the contractor.

3.2.2. Telephone and Data Communications Services. The Government will provide non-exclusive use of telephone instruments for local and emergency use. Long distance calls are not authorized unless in support of this Contract. Fax machine use will be limited to incidental essential use. The communication equipment and services are **FOR OFFICIAL USE ONLY** during the period of the contract in accordance with AR 21-1.

3.2.3 Installation Distribution. The Government will provide normal postal and installation distribution services as it would for any other tenant as defined in AR 25-51.

3.2.4. Custodial Service. The Government will provide custodial service through an existing custodial services contract. Details of specific services and frequencies of service can be obtained from the QAE. Requests for changes to the custodial service contract shall be submitted to the QAE with justification in writing. If the request is disapproved by the Government, the contractor shall be responsible for all additional requested custodial services. The contractor shall maintain a clean and organized work area at all times. Any complaints concerning the performance of the custodial service contract shall be submitted in writing to the QAE for resolution.

3.2.5. Refuse Collection. Collections will be made periodically (excluding weekends) in conjunction with custodial services.

3.2.6. Insect and Rodent Control. The Government will provide insect and rodent control. Service can be obtained by contacting the building custodian. A record of all requests for rodent control shall be maintained stating the problem, the date called, the actions taken, and the date resolved.

3.2.7. Grounds Maintenance. The Government will provide maintenance of the grounds surrounding buildings housing computer labs utilized under this contract, at Fort Richardson and Fort Wainwright.

3.2.8. Security Police and Fire Protection. Police and fire protection services are provided by the Government. On Fort Richardson and Fort Wainwright, phone 911 for Security Police and 911 for Fire Protection.

3.2.9. Equipment Maintenance. The Government will be responsible for all maintenance associated with Government-furnished Automated Data Processing Equipment (ADPE), which is not repaired and replaced through a maintenance contract with a vendor. The contractor shall contact the QAE to report required maintenance.

3.2.10. Transportation. The Government will provide transportation support in the form of the movement of contractor supplies/equipment by MWR supply personnel, when available.

3.2.11. Facilities Maintenance. The Government will provide real property maintenance in accordance with AR 420-70. The contractor shall notify the facility manager and describe the maintenance required. The facility manager will submit the work orders to Public Works.

3.2.12. Emergency Medical Service. The Government will provide emergency medical transportation and treatment. The contractor shall reimburse the Government for the cost of medical care at current treatment rates.

3.2.13. Printing and Duplicating Services. The contractor is responsible for marketing and promoting the programs and services offered under the provisions of this contract, and is responsible to print and duplicate advertising and other promotional materials. The Government will print and distribute Command Information about the program to the community.

## SECTION 4

### CONTRACTOR-FURNISHED ITEMS AND SERVICES

**4.1. General Information.** Except for those items or services specifically stated in Section 3 as Government-furnished, or shared, **contractor shall furnish everything needed to perform this contract according to all its terms.**

**4.2. MATERIALS.** All contractor-furnished materials used for maintenance, repair or replacement shall be of quality equal to or better than the items to be replaced.

**4.3. COURSE MATERIALS.** The Contractor will provide their own copies of course materials. Copy machines in buildings with computer labs utilized under this contract at Fort Richardson and Fort Wainwright may be used for incidental needs as approved by facility management.

## SECTION 5

### SPECIFIC TASKS

**5. General Information.** Contractor shall administer the Fort Richardson and Fort Wainwright Computer Technology Program by providing **Regionally or Nationally accredited** on-line based computer training courses and youth Cyber-camps. The overall contract concept is that the contractor, utilizing already developed and existing web-based computer technology courses, shall sign up personnel to take on-line courses using home computers or in Government-provided computer labs and shall operate age-appropriate week long cyber-camps for youths covering the span of Grades 1-12. Specially arranged programs involving elementary school children and teen-age youth will be required in Government computer labs. Innovative approaches to the delivery of programs and services to the community are a desired outcome. Contractor shall offer a variety of computer courses ranging from beginner to advanced skill levels, with primary focus on beginner and intermediate skill levels.

**5.1. CUSTOMER SERVICE.** Provide general information, advisement and marketing of the programs, and referral to all eligible personnel for Fort Richardson and Fort Wainwright Computer Technology Programs; conduct registration functions for the various programs; manage classrooms and schedules; collect participation data and provide reports

5.1.1. Develop and operate an on-line registration process. Establish registration policies to conduct sign ups for personnel to participate in the computer technology programs for on-line courses. Contractor shall coordinate with local DoD youth servicing agencies to develop on site cyber-camp registration procedures and obtain COR approval for registration policies prior to implementing the process and contractor shall ensure security of private information obtained from personnel registering is maintained.

5.1.2. The contractor shall develop and distribute advertising materials to promote the programs. The contractor shall utilize a variety of methods to advertise and promote the Fort Richardson and Fort Wainwright Computer Technology Programs including the local post newspapers, flyers, banners, booths at MWR special events, and other methods available. The Contractor shall develop and implement incentives to encourage personnel to sign up and complete the courses. Incentives developed shall be reviewed by the COR and approved by the KO prior to being implemented. **Incentives should be age appropriate and inexpensive in nature. Incentives for cyber camps must be available to all participants.** The Contractor shall develop methods to ensure that different segments of the eligible population, both on and off the installation, receive information about the programs, i.e. active duty soldiers, retirees, reservists/national guard personnel, civilian employees, and families. Marketing strategies shall be reviewed by the COR and approved by the KO prior to implementation. Different marketing and promotional approaches may be necessary to reach each target market.

5.1.3. The Contractor shall provide computer training courseware via CD-ROM disks for distribution to eligible personnel (See Section 1 for list of eligible participants) desiring to take courses in other than an on-line environment or for those without Internet connectivity or access. CD- ROM disks will be either mailed to or made available for local pick up to personnel requiring them.

5.1.4. The Contractor will schedule Cyber-camps with the Facility Manager and COR. The COR will review the scheduling of all classes and the Contracting Officer will provide final approval.

5.1.5. Cyber-camps will be scheduled, and enrollments structured, to ensure that no scheduling conflicts will interfere with the instruction, and that sufficient computers are available to support the number of students in each class. Identify both a minimum and a maximum number of students per class, subject to approval by the KO.

5.1.6. The Contractor will distribute, collect, and tabulate surveys and data. Specific types of data to be collected will be determined by the COR in conjunction with the contractor. Surveys will included user age groups, area of eligibility ( active duty, dependant, retiree, DOD civilian, level of satisfaction with course.

5.1.7. The Contractor shall research and answer inquiries relating to the area of online class and cyber-camp usage for the COR, and the command.

5.1.8. Maintain records of participation levels by user groups (Active duty, adult family member or children of service member, DOD, Reserve/Guard or Retiree) in a monthly and year-to-date (YTD) manner, customer and course evaluations, and related customer information as requested by the COR. See 5.8.5 Monthly Report.

5.1.9. Develop and administer course evaluation forms for each course offered to solicit customer evaluations, and provide summary of results to COR monthly. In the event that the KO determines that a complaint is meritorious, the contractor must provide a corrective action plan within 5 working days to the KO and maintain an 80% level of customer satisfaction on services provided by the Contractor. Methods used to gather satisfaction levels will be comment cards, random sampling or on the Interactive Customer Evaluation (ICE) program.

## **5.2. REGIONALLY OR NATIONALLY ACCREDITED ON-LINE COMPUTER TRAINING COURSES.**

5.2.1. The Contractor will provide age-appropriate on-line web-based computer training and technology courses for adults and youths (Grades 1-12) that can be taken by participants either at home using personal computers or in Government computer labs. Course catalog will be reviewed by the COR, and approved by the KO. The Contractor shall track usage data for the courses taken by youths and adults.

5.2.2. The Contractor shall offer **Regionally or Nationally accredited online** courses that will be of interest to soldiers and families, including , but not limited to Web Design, Digital Photography, Digital Media, 3-D Animation, Visual Basic, Game Development, Computer Programming(such as Unix, C++, ect.), Video Editing, Robotics, Home Financial Programs, Front Page, Basic Internet skills, Basic Computer Skills, and Basic Computer Repair. Also provide Microsoft Office programs, to include at a minimum Access, Excel, Power Point, Outlook and Word courses.

5.2.3. The Contractor shall offer a variety of skill level courses from basic to intermediate to advance for courses offered, with a primary focus on the beginner and intermediate levels. Approximately 50% of all classes offered must be at the basic level, 25% of all classes offered must be at the intermediate level, and 25% of all classes offered must be at the advanced level.

5.2.4. The Contractor shall provide server systems, infrastructure and off-site data storage capability to support courses. The Contractor shall, along with the COR or KO, coordinate with the 59<sup>th</sup> Signal Battalion to ensure that security protocols are observed and that use, if necessary, of USARAK communications equipment is appropriate.

## **5.3. YOUTH CYBER CAMPS.**

5.3.1. Conduct age-appropriate educational cyber-camps in coordination with CYS Staff for Grades 1-12 youths, including one-week camps, and multi-week extensive learning camps, using on-site computer labs and training rooms. Class course outlines will be submitted to the COR and approved by the KO.

5.3.2. Conduct cyber-camps during summer months, and on the weekends and after-school hours during the school year. School year camps may be one or several hours per day extending over a longer period of time. Provide cyber camps during week-long school breaks such as Winter break, Spring break and Summer Break. For the base contract period cyber camps are required as outlined below:

Fort Richardson, AK: 24 Camps total: 12 each at School Age Services (SAS) & 12 ea at Youth Services (YS) Locations. Dates to be determined.

Fort Wainwright, AK: 24 Camps total: 12 each at SAS & 12 each at YS Locations. Dates to be determined.

5.3.3. The proposed dates must be coordinated with the COR and Facility Managers. The final dates for the camps to be held each year will be provided by the COR.

**5.4. EQUIPMENT MAINTENANCE.** Contractor shall report computer and equipment problems within 24 hours of occurrence to the Facility Manager and COR.

**5.5. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY.** Services will not be required during crisis situations. **Contractor may not have any prior warning.** Notification may come at Main Gate with entry to post facilities refused.

## **5.6. REPORTS.**



5.6.1. Personnel Security Checks. Reference 1.2.3.1. Personnel background/security checks results shall be submitted to the COR prior to contract start date for existing personnel. For new hires, results shall be submitted to the COR NLT 10 days after employment start date.

5.6.2. Quality Control Plan. Quality Control Plan shall be submitted to KO with copy to the COR for approval. Request for changes will be submitted NLT 5 business days prior to effective date, pending KO approval. Reference 1.3.

5.6.3. Record. The contractor shall be responsible for creating, maintaining, and disposing of only those Government-required records that are specially cited in this contract. If required by the Government, the contractor shall provide the original record, or a reproducible copy of any such record, within three (3) days after receipt of the request.

5.6.4. Customer Service Information. Develop and administer course evaluation forms for each course offered to solicit customer evaluations, and provide summary of results to COR monthly.

5.6.5. Monthly Report. Provide a monthly report, due to the COR NLT the 5<sup>th</sup> working day of the following month. Report shall include a summary of participation in the Online Courses and Cyber-camps broken out by the eligible participant categories. The report shall include a method of **tracking individual progress and completion status**. Each report shall include monthly data and year-to-date (YTD) data.

## 5.7. INVOICING FOR PAYMENT

5.7.1 Contractor shall invoice the government for payments monthly. Invoice must be received NLT the 5<sup>th</sup> working day of each month for timely processing. An invoice copy must be supplied to the COR, Contracting Officer and the Payment Office listed in the contract.

## 5.8 REIMBURSABLES

5.8.1 The Contractor shall be reimbursed for the cost of all expendable materials used in the performance of this contract using the reimbursable line item in the schedule. The Contractor's cost used herein is defined as the price paid to the supplier as evidenced by copies of the suppliers invoice, prepaid freight receipts, sales slips, warranties, and any other documents that identified the items purchased by the Contractor and furnished under this contract and approved by the KO or COR. All documents shall be available for the Contracting Officer's review and audit. The Contractor shall ensure that the supplies are not procured from an affiliate. The Federal Acquisition Regulation defines business concerns as affiliates of each other when, either directly or indirectly, one concern controls or has the power to control the other, or another entity controls or has the power to control both.

5.8.2 Invoices for reimbursement of supplies/materials shall be submitted within 30 days of purchase of supplies/materials. Supplies/materials shall be billed at the Contractor's cost, and the amount billed shall not exceed the cost of the same or similar parts and materials inventoried for the Contractor's commercial work or the lowest cost reasonably available to the Contractor, whichever is lower. Shipping costs may be added to the bill, but not overhead and profit. The Contractor's overhead and profit shall be built into the monthly price.

5.8.5 The Contractor is obligated to pass on any discounts earned for supplies/materials other than those earned for prompt payment discounts.

## **Appendix 2 WORKLOAD ESTIMATES**

Workload will be based on the number of military personnel and other authorized users that sign up to participate in the program, as well as the specified number of computer lab instructors operating labs and providing instructional classes as specified herein.

## **Appendix 3 MAPS AND WORK AREA LAYOUTS**

Diagrams for Appendices 3, CYS computer labs.

## **Appendix 4a GOVERNMENT-FURNISHED FACILITIES**

Computer Labs in Ft. Richardson, AK Buildings 297 and 337 will be used to support this program on a non-exclusive basis. Computer Labs in Ft. Wainwright, AK Buildings 4109 and 4391 will be used to support this program on a non-exclusive basis. Equipment will be shared between contractor-provided programs and government directed use.

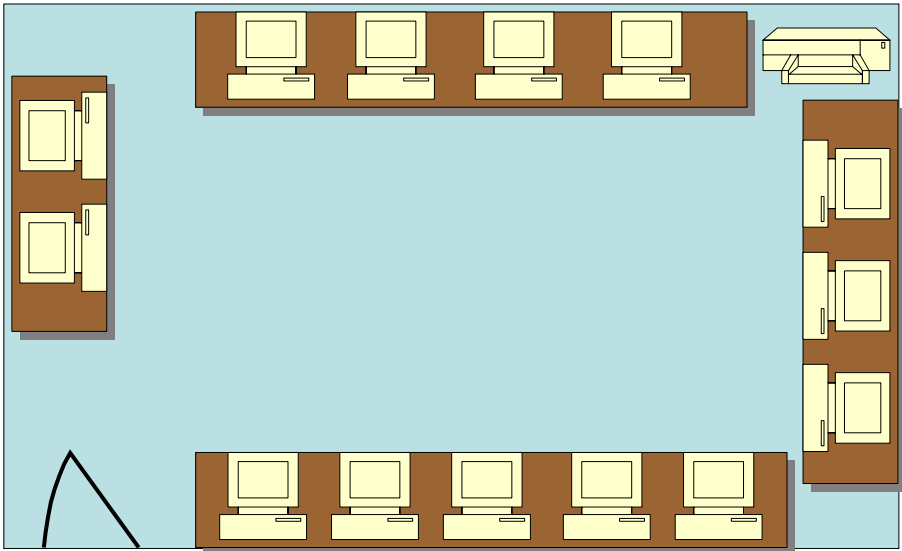
## **Appendix 4b GOVERNMENT-FURNISHED EQUIPMENT**

Government-furnished computers and related hardware residing in computer labs, listed in Appendices 4a, will be utilized to support this program on a non-exclusive basis. Equipment will be shared between contractor-provided programs and government directed use.

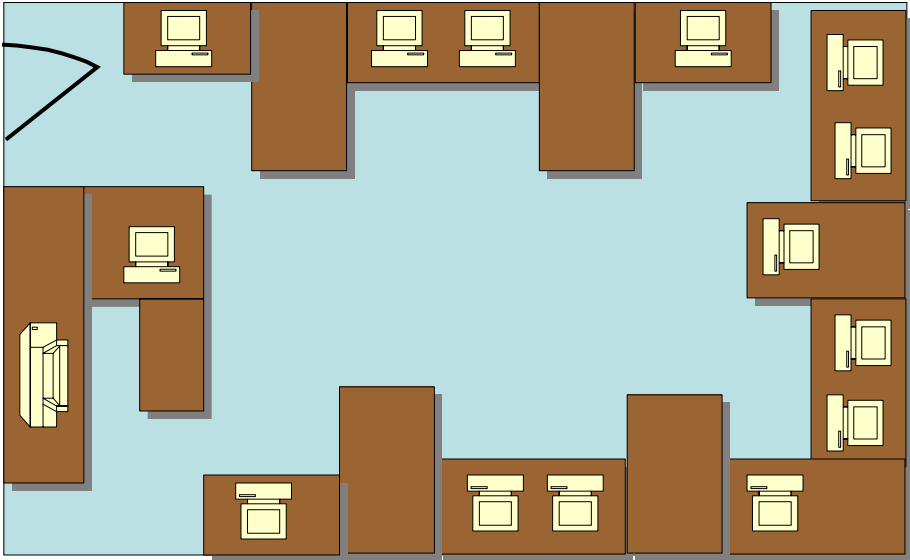
## **Appendix 4c GOVERNMENT-FURNISHED MATERIAL**

Government will furnish an initial inventory of computer lab operating supplies such as printer paper, printer cartridges, and other supplies necessary for the operation of the labs to support instructional classes provided under this contract. See PWS paragraph 3.1.3.

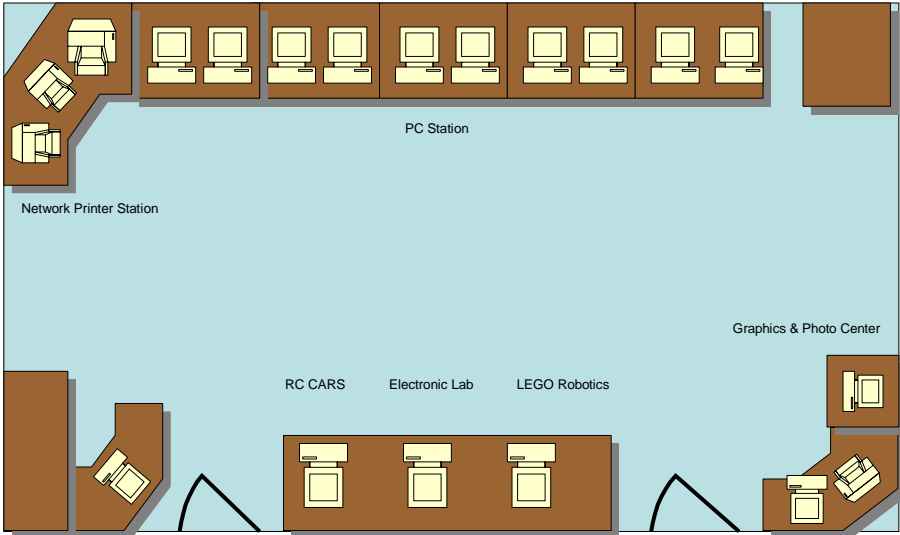
Technical Exhibit A-3-1  
Fort Richardson Youth Services  
Bldg 297



Technical Exhibit A-3-2  
Fort Richardson School Age Services  
Bldg 337



Technical Exhibit A-3-6  
Fort Wainwright Youth Services  
Bldg 4109



Technical Exhibit A-3-7  
Fort Wainwright School Age Services  
Bldg 4391

